

Luke Marshall

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Summary

Network-focused IT professional with experience deploying and managing wired and wireless infrastructure across multiple live sites, including VLAN configuration, AP deployment and network troubleshooting. Comfortable working independently, managing competing priorities and communicating with both technical and non-technical stakeholders. Passionate about networking and continuous development, with hands-on homelab experience across virtualisation, containerisation, VPNs and infrastructure-as-code.

Experience

Blend Family	Sheffield, UK
Systems & Infrastructure Administrator	Feb 2025 - Present
• Deployed and configured wireless access points and access switches across multiple live food hall sites, implementing VLAN segmentation across guest, staff, IoT and payment networks to enforce appropriate access controls and network security. • Managed and maintained network infrastructure through a centralised UniFi controller, troubleshooting and resolving incidents including an AP adoption failure resolved via SSH CLI. • Coordinated infrastructure migration projects across three sites of varying complexity, liaising with MSPs and ISPs, identifying key stakeholders, planning contingencies and scheduling overnight work to minimise service disruption. • Configured and maintain a Linux (Ubuntu Server) VPS which hosts custom-built internal tools for staff • Provided first-line technical support to end users and external food vendors via a helpdesk ticketing system, communicating effectively with non-technical customers and producing documentation to support continual service improvement. • Sole IT employee for the majority of tenure, managing competing priorities across helpdesk, infrastructure rollout, third-party relationships and project planning simultaneously in a fast-paced, business-critical environment. • Informally managed and mentored a junior team member, delegating appropriate tasks, providing knowledge transfer and supporting their development. • Represented IT at executive level, standing in for the Finance Director at a senior leadership meeting to present IT progress ahead of a new site opening.	

University of Sheffield	Sheffield, UK
Student Recruitment and Marketing Officer	Jan 2022 - Jan 2024
• Sole point of contact for all marketing and comms work across two academic departments, managing competing demands and stakeholder relationships independently. • Selected for the University's internal management training programme, developing skills in delegation, team leadership and organisational management within a university context.	

Education

Sheffield Hallam University	Msc Computing • Distinction
Sheffield, UK • Jan 2024 - Jan 2025	
• Dissertation: "Mapping Disenchantment: The Politics of Voter Apathy", geospatial analysis of voter turnout and socioeconomic deprivation using Python and Tableau, combining large dataset analysis with political research. • Developed programming skills across C#, PHP, with hands-on experience in .NET, SQL (specifically MySQL) and web development (HTML5, CSS3).	
University of Sheffield	BA German with Dutch • 2:1
Sheffield, UK • Sept 2016 - June 2020	

Projects

Homelab & Infrastructure Projects
• Built and maintain a homelab across multiple machines using Proxmox, Ubuntu Server and Docker, self-hosting a range of services for personal use and skills development. • Configured WireGuard VPN for secure remote access to home network and self-hosted services from anywhere. • Implemented network-wide DNS sinkhole using AdGuard Home, configured at router level to support filtering across all connected devices. • Manage infrastructure-as-code using Docker Compose files version-controlled in a self-hosted Forgejo git server